

## expect from secondary care?

Pim Brandenbarg<sup>1</sup>, Puk Rooijers<sup>1</sup>, Martijn Steffens<sup>2</sup>, Michael van Balken<sup>2</sup>, Marco Blanker<sup>1</sup>

<sup>1</sup>Department of General Practice, University of Groningen, University Medical Center Groningen, <sup>2</sup>Department of urology, Isala Zwolle, <sup>3</sup>Department of urology, Rijnstate Arnhem

### Introduction

Patient expectations and opinions are important when deciding on treatment.

- Higher expectations of treatment → better treatment outcome<sup>1</sup>
- Fulfillment expectations → greater satisfaction<sup>2</sup>

No previous studies describing expectations of male LUTS patients.

### Aim

To Investigate expectations of male patients with LUTS on secondary care.

Study the association between expectations and satisfaction.

### Methods

#### Design

Prospective cohort study

#### Population

Males older than 18 with uncomplicated LUTS that were referred to the urologist for the first time

#### Procedure

Baseline questionnaire before consultation urologist

- Expectations (5 point Likert)
- Follow up questionnaire after 6 weeks
- Outcome expectations (5 Point Likert)
- Started treatment

#### Statistics

Expectations are presented in percentages.

Association between expectations and satisfaction with Mann Whitney U test:

*Self-reported agreement:* answer on question if treatment is consistent with their expectations (agreement or no agreement).

*Objective agreement:* the received treatment checked with the expectancy of that treatment (agreement or no agreement).

### Results

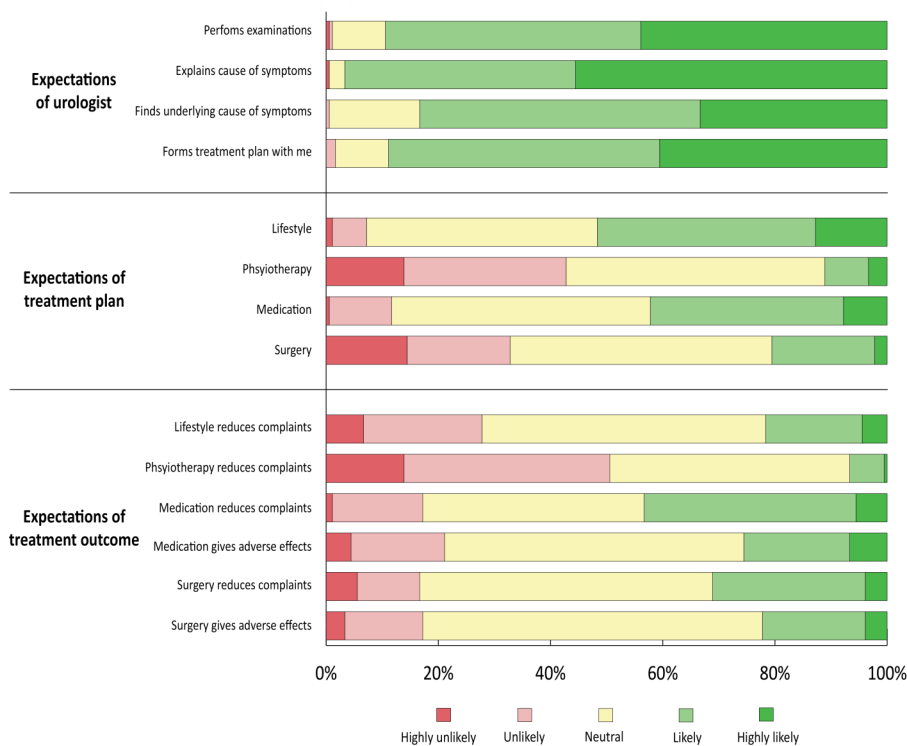


Figure 1. Expectations of participants on the care of the urologist (n=180)

Table 1. Difference in satisfaction in patients with agreement and patients

	Agreement	No agreement	Mann Whitney U
<b>Objective agreement</b>	N=39	N=104	
Satisfaction	4.00 IQR 1.00	4.00 IQR 1.00	U = 1984.5, p = 0.830
<b>Self reported agreement</b>	N=95	N=48	
Satisfaction	4.00 IQR 0.00	3.00 IQR 1.00	U = 787.5, p < 0.001

### Conclusion

- Majority of men with uncomplicated LUTS expect that the urologist performs diagnostics, find the underlying cause of their symptoms and explain about the underlying cause.
- Overall 70% is satisfied with the care of the urologist
- Patients with self reported fulfilled expectations are more satisfied with the care of the urologist

#### References

1. Cormier S et al. Pain 2016, 157(2), 329-338.
2. Jain D et al. J Arthroplasty 2017, 32(9S), S166-S170.